
New Hampshire
*Department of Agriculture,
Markets & Food*

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Firewood Buyers—Beware
By
Richard P. Cote, Supervisor

The Bureau of Weights and Measures has been receiving complaints from unhappy citizens about the quality and/or quality of their \$250-\$300/cord firewood. In some cases, citizens are paying in advance for firewood that is not being delivered.

Several cases deal with customers paying cash, or making checks payable to cash, to dealers they know nothing about, with the promise of some future delivery. When they complain to the bureau, investigators don't have a name, receipt or other evidence to go on except for a telephone number. In other words pay only when the wood is delivered and the quantity is represented.

The Bureau of Weights & Measures advises citizens to use common sense in conducting their business. Please consider the following:

1. **Never** pay in advance for future deliveries of firewood. Too many things can go wrong and you may be left without money or wood.
2. **Always** ask for and expect a sales invoice or delivery ticket. This protects both you and the dealer. The receipt should include:
 - a. the name and address of the dealer;
 - b. your name and address;
 - c. the date delivered;
 - d. the quantity delivered and the quantity upon which the price is based, e.g., 2-cords at \$200 a cord.
 - e. the price of the amount delivered;
 - f. the identity in the most descriptive terms commercially practicable, including quality representations, e.g., seasoned hardwood.
3. **Do** build a business relationship with a reputable firewood dealer. If you do not know one, ask your neighbor.

If a dealer asks you to pay in advance, politely decline, keep your money, and find someone else. Please address any complaints to:

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